DHR

Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

Control Number: #11-24

FIA ACTION TRANSMITTAL

Effective Date: March 21, 2011
Issuance Date: April 19, 2011

TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISOR AND ELIGIBILITY STAFF

FROM: ROSEMARY MALONE, INTERIM EXECUTIVE DIRECTOR

RE: THE WORK NUMBER EXPRESS SERVICE

PROGRAM AFFECTED: TEMPORARY CASH ASSISTANCE (TCA), FOOD
SUPPLEMENT PROGRAM (FSP)

ORIGINATING OFFICE: OFFICE OF PROGRAMS

Summary:

Recently, FIA entered into an agreement with the TALX Corporation to pay the fee for
The Work Number Express Service. Verification of employment through The Work
Number will be immediate and you are able to search based on a customer's social
security number.

The TALX Corporation operates The Work Number Express employment verification
service that most case managers are familiar with. The TALX Corporation has an
agreement with 2000 employers, including many federal agencies, Target and Wal-
Mart. Most of our employed customers are working for a company associated with the
TALX Corporation.

Please remember the information that is available via The Work Number Express
service is protected under State and Federal privacy laws. Access is granted for
information and may only be used to determine eligibility for DHR and DHR related
programs.

Action Required:

Beginning March 21, 2011, case managers with access were able to complete a social
security number search for their customers. When the customer is employed with one
of the employers associated with the TALX Corporation, the information will be available
to the case manager immediately. The TALX Corporation agreement requires that
employers report information to the TALX Corporation weekly, so the information
available to local departments is current information.

The following information can be obtained from the WORK Number Express Service:

1. Current and previous employers,
2. A pay date summary showing the last pay date for each employer,
3. Current pay rate and hours worked per pay period,
4. Employment start date,
5. Up to three years of income broken out by pay period, and;
6. Some employers list employee benefits received such as medical and dental as part of their verification.

Verification and Interim Changes (FIA/WORKS):

Information obtained from The Work Number is <u>considered primary verification</u>. You may use the information obtained for both program and WORKS activity and employment verification. Print a copy of the verification for the case record.

When entering information into CARES on the ERN1 screen remember to follow each program's policy for interim changes for determining what month/s to add the information.

WORKS:

- On an open case, add the activity and hours as unsubsidized employment (WEJ) for the period.
- Add the activity and hours to WORKS on a case that is now closed in CARES, but was open in CARES for the period the person was employed.
- Add the activity and the hours in WORKS when the TCA case is closed in CARES and the customer deregistered in WORKS, but the case was active in CARES for the period of time the customer was employed.

Contact Person:

All local departments and FIA Central offices are approved for access to The Work Number Express Service. Each local department and central unit must assign a Web Manager to assist staff in obtaining a logon, password, changing information, blocking individuals and resetting passwords in the WORK Number. For TALX purposes, the contact person is called the <u>Web Master</u>.

The designated Web Manager is the person who contacts, the Central office designated contact person Durlyn Sewell (<u>dsewell@dhr.state.md.us</u>). When there are problems with the system or if a Web Manager needs to be changed only the contact person in the Central office has security access to contact TALX Corporation. TALX staff will refer you back to the Central office contact person or refer your call to the central office themselves.

Registration and Deregistration:

All users must be registered in the system and have an assigned User ID (user ID will always be your GroupWise email address). User ID's and passwords are case letter sensitive. In addition to the registration process, it is extremely important that when someone leaves they be deregistered (blocked) in The Work Number system (Web Manager Responsibility). If a Web Manager leaves, please contact the Central office contact person to assign another individual as a Web Manager.

At this point all offices should have completed the registration form needed to do the mass registration of staff statewide. If you have not, please contact Durlyn Sewell via e-mail at _dsewell@dhr.state.md.us_ .

To Access The Work Number Social Service Express Service:

1. Go to www.theworknumber.com/gov

2. On the next screen, enter User ID and password. TALX Corporation will send you an e-mail with your temporary password.

3. You are asked to indicate your "Permissible Purpose". Check the third box. You are determining eligibility for assistance programs.

4. Click "Continue".

5. Enter the employee's Social Security Number.

6. Click "Continue".

7. Check the box in the "get verification" column next to the employer (s) you want information on.

8. Click "Submit".

Each time someone puts a check in the "get verification" field and requests the information, we will be charged for it.

For the program to be cost effective, information obtained from The Work Number must be shared as much as possible. If the Work program staff needs verification, they should follow up with the TCA case manager to see if the information has already been accessed. If there are different case records, the information must be in all the case records. Photocopy it; do not request multiple copies from The Work Number.

Developing a network allows everyone to determine what the best method is for the local department or office to share Work Number information and reduce the cost of using The Work Number.

Use the scroll bar to move down the page to view verifications. You may print the verification for your file.

Inquiries:

Please direct TCA policy questions to Marilyn Lorenzo, TCA Program Manager, at 410-767-7333 or mlorenzo@dhr.state.md.us or to Gretchen Simpson, TCA Lead Program Analyst, at 410-767-7937 or gsimpson@dhr.state.md.us. Food Supplement Program questions should be directed to Rick McClendon at 410-767-7307 or rmcclend@dhr.state.md.us.

cc: DHR Executive Staff   FIA Management
           Policy and Training Staff   Constituent Services
           DHR Help Desk   DHMH-DEUS